

# Nodal User Migration Guide

August 2026

Version 1.2

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# 1 Nodal Login for Non-Migrated Users

## Step 1: Login Screen

Enter your existing User ID, Password, and the Captcha displayed on the screen, then click Sign In.

**SECURITY UPDATE**

**Security Update: Single Sign On (SSO)**

We're enhancing your login experience as part of our Single Sign-On (SSO) journey. Your user ID will be standardized, and you'll be guided through a quick and seamless migration during login.

Please check your registered email for the detailed migration guide.

Username \*

Enter your username

Password \*

Enter your password

Captcha \*

**BciMK**

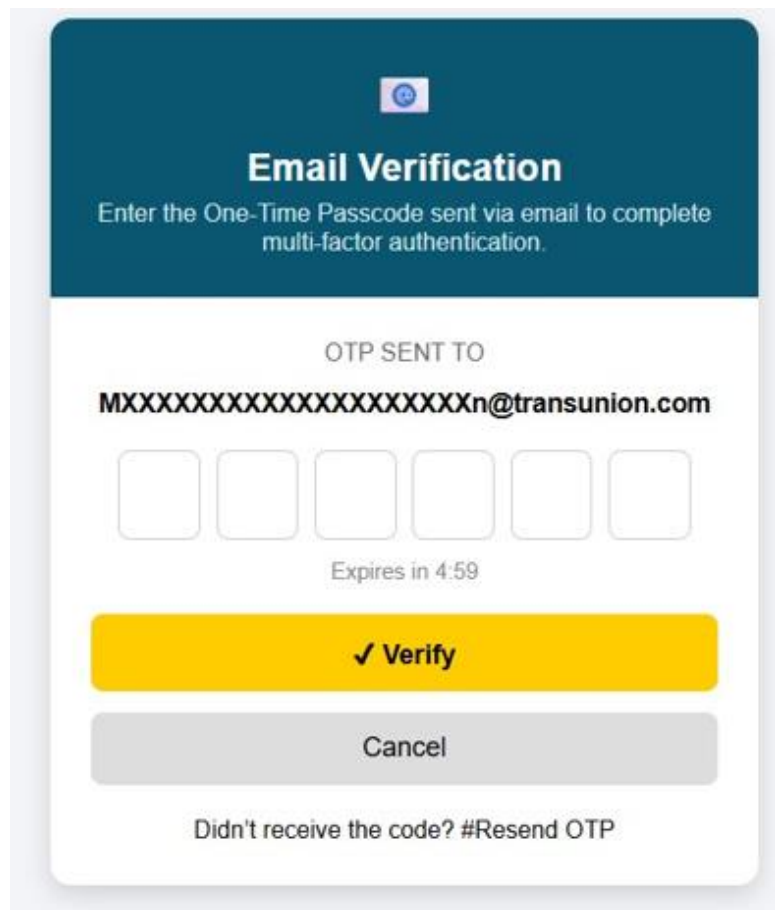
Type the captcha shown above

**Sign In**

[I forgot my password](#)

## Step 2: OTP Screen

A One-Time Password (OTP) will be sent to your registered email address. Enter the OTP and click Verify to proceed.



The image shows a mobile app screen for email verification. At the top, there's a dark blue header with a small TransUnion logo and the text "Email Verification". Below this, it says "Enter the One-Time Passcode sent via email to complete multi-factor authentication." The main area is white and shows "OTP SENT TO" followed by a masked email address "MXXXXXXXXXXXXXXXXXXXXn@transunion.com". Below the email address are six empty square boxes for entering the OTP digits. Underneath the boxes, it says "Expires in 4:59". At the bottom, there are two buttons: a yellow "✓ Verify" button and a grey "Cancel" button. At the very bottom, there's a link that says "Didn't receive the code? #Resend OTP".

### Step 3: Billing Unit Screen *\*Wherever applicable*

Select your Billing Unit from the dropdown and click Submit.

#### Select Billing Unit

Field marked \* is required.

Billing Unit \*

-- Select Billing Unit --

Submit

Cancel

## Step 4: Migration Screen

You will be redirected to the account migration screen.

Your newly generated standardized User ID will be displayed.

Create a new password by entering it in the New Password and Confirm Password fields, then click Create Account to complete the migration.

### ACCOUNT SETUP

## Create Your Secure Password

Set a strong password for your TransUnion CIBIL account to complete your registration.

- Use at least 8 characters with a mix of letters, numbers and symbols.
- Password and Confirm Password must match exactly.

For support, contact:  
[idsupport@support.transunion.com](mailto:idsupport@support.transunion.com)

### Create Account

Your login account is being updated.  
Please create your password and submit the form to complete the setup.  
For your next login, please use the new Username shown on this screen and the password you create.

All fields marked \* are required.

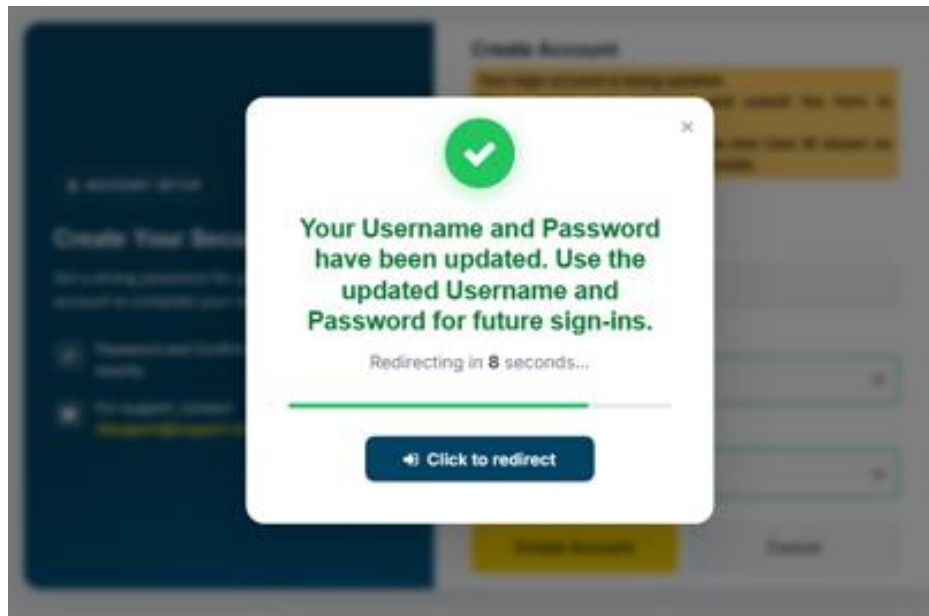
**New Username \***

**New Password \***

**Confirm Password \***

Create Account
Cancel

Password should contain one numeric.  
One uppercase,one lowercase alphabet.  
One special symbol.  
Spaces are not allowed.  
Should be atleast 14 and maximum of 30 characters in length.  
Should not contain special symbols (< > & ' and ")

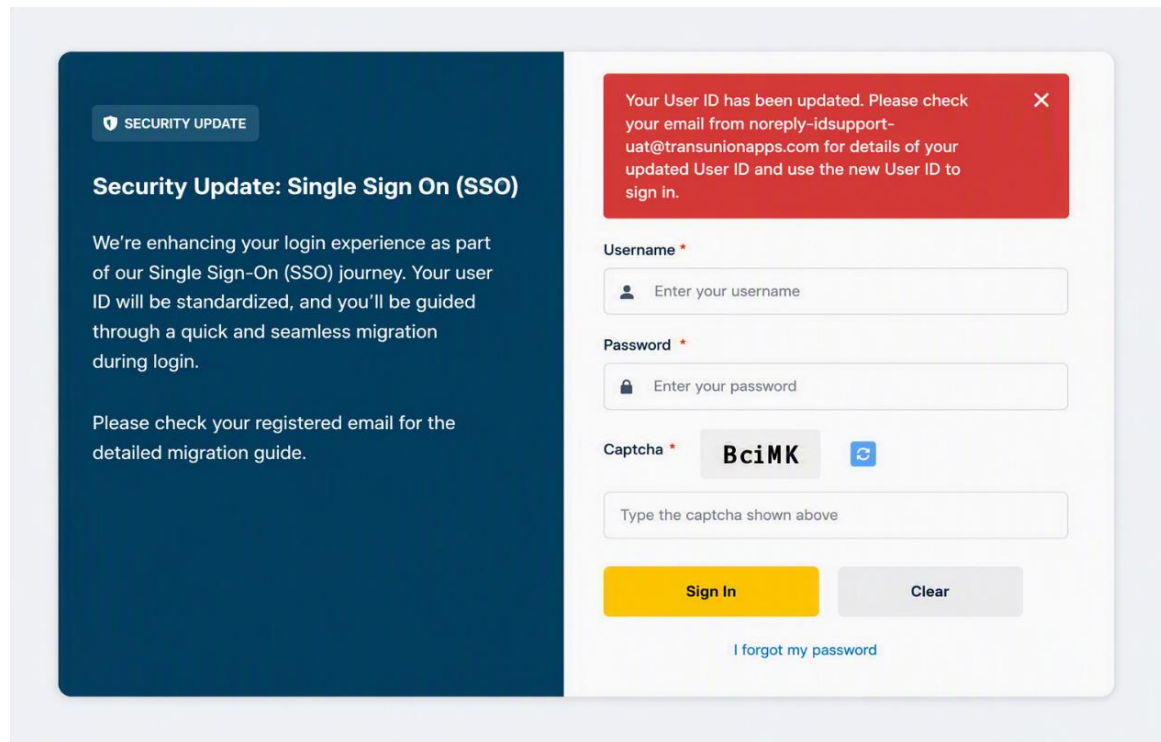


You will receive an email with intimation of your new username.

## 2 Nodal Login for Migrated Users

### Step 1: Login Screen

- Please use your new User ID, Password to Sign In. In case you enter your existing User ID, Password, and the Captcha displayed on the screen, then click Sign In. The following error message will be displayed.



The screenshot displays the TransUnion CIBIL login interface. On the left, a dark blue sidebar contains a 'SECURITY UPDATE' section titled 'Security Update: Single Sign On (SSO)'. The text in this section states: 'We're enhancing your login experience as part of our Single Sign-On (SSO) journey. Your user ID will be standardized, and you'll be guided through a quick and seamless migration during login. Please check your registered email for the detailed migration guide.' On the right, a white login form is shown. At the top of the form is a red error message box that reads: 'Your User ID has been updated. Please check your email from noreply-idsupport-uat@transunionapps.com for details of your updated User ID and use the new User ID to sign in.' Below this, the form has three input fields: 'Username' with a placeholder 'Enter your username', 'Password' with a placeholder 'Enter your password', and 'Captcha' which displays the text 'BciMK' and a refresh icon. Below the captcha field is a placeholder 'Type the captcha shown above'. At the bottom of the form are two buttons: a yellow 'Sign In' button and a grey 'Clear' button. Below the buttons is a link that says 'I forgot my password'.

- Enter your new User ID, Password, and the Captcha displayed on the screen, then click Sign In.

SECURITY UPDATE

**Security Update: Single Sign On (SSO)**

We're enhancing your login experience as part of our Single Sign-On (SSO) journey. Your user ID will be standardized, and you'll be guided through a quick and seamless migration during login.

Please check your registered email for the detailed migration guide.

Username \*

Enter your username

Password \*

Enter your password

Captcha \*

BcIMK 

Type the captcha shown above

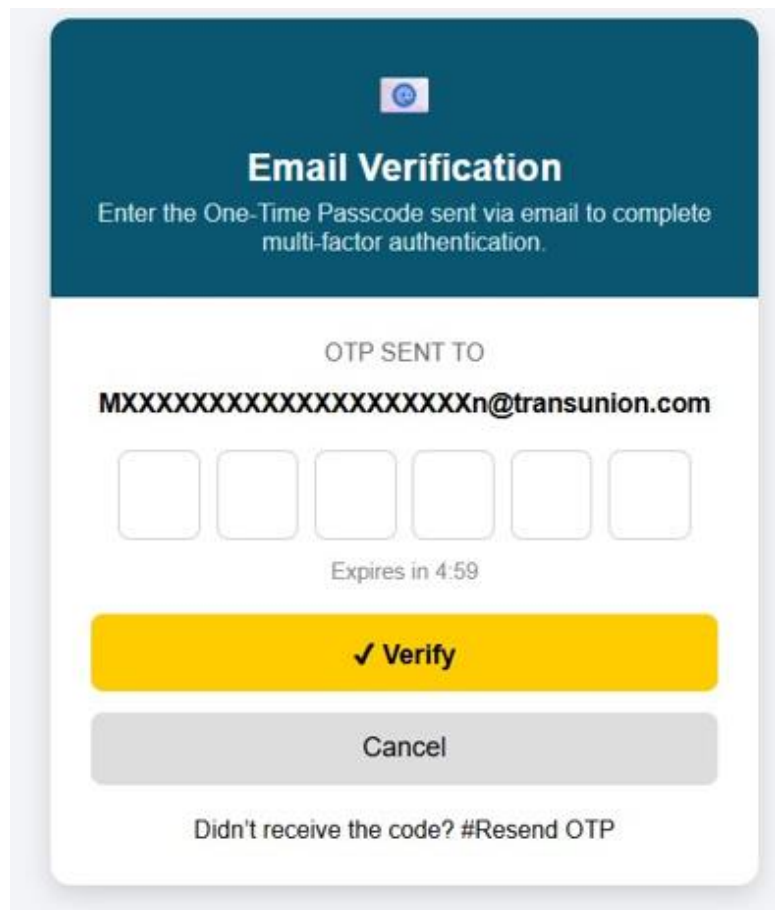
Sign In

Clear

[I forgot my password](#)

## Step 2: OTP Screen

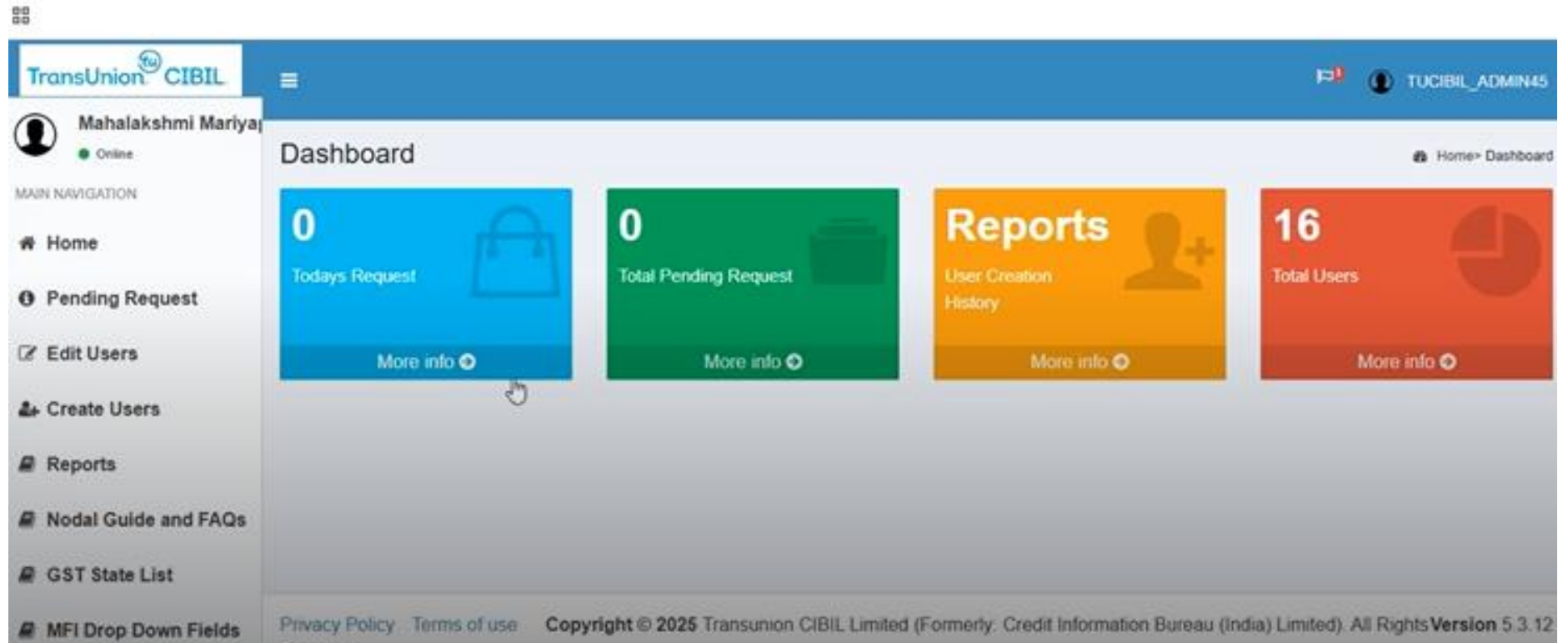
A One-Time Password (OTP) will be sent to your registered email address. Enter the OTP and click Verify to proceed.



The image shows a mobile app screen for email verification. At the top, there's a dark blue header with the TransUnion logo and the title "Email Verification". Below the header, it says "Enter the One-Time Passcode sent via email to complete multi-factor authentication." The main area is white and contains the text "OTP SENT TO" followed by a masked email address "MXXXXXXXXXXXXXXXXXXXXXn@transunion.com". Below this are six empty square boxes for entering the OTP digits. A timer indicates "Expires in 4:59". At the bottom, there are two buttons: a yellow "✓ Verify" button and a grey "Cancel" button. Below the buttons, there is a link that says "Didn't receive the code? #Resend OTP".

### Step 3: Nodal Dashboard Screen

You will be successfully redirected to your homepage.



\*\*\*\*\*END OF THE DOCUMENT\*\*\*\*\*